



Mission Statement

The Oaklanders Assistance Center facilitates access for the citizens of Oakland, at the direction of the Mayor, by providing immediate, empathetic, multi-lingual assistance with their inquiries, service requests, comments, and concerns.



Helpful Phone Numbers

Oaklanders Assistance Center

OFFICE OF THE MAYOR
1 Frank Ogawa Plaza, Suite 123
Oakland, CA 94612

oac@oaklandnet.com
www.oaklandnet.com

444 CITY (2489)

510 238 3254 (TTY)
FAX 510 238 6294 or 510 238 7420

UPDATED 8/2011

Oakland Elected Officials

MAYOR

Jean Quan
1 Frank H. Ogawa Plaza 3rd Floor
Oakland, CA 94612
(510) 238-3141
Fax: (510) 238-4731
TDD: (510) 238-3254
officeofthemayor@oaklandnet.com

CITY COUNCIL

Reception(510) 238-3266
TTY 839-6451
Fax 238-6129
Fax 238-6910

District 1
Jane Brunner238-7001
jbrunner@oaklandnet.com

District 2
Patricia Kenirghan238-7002
pkernighan@oaklandnet.com

District 3
Nancy J Nadel238-7003
nnadel@oaklandnet.com

District 4
Libby Schaaf238-7004
lschaaf@oaklandnet.com

District 5
Ignacio De La Fuente . . .238-7005
idelafuente@oaklandnet.com

District 6
Desley Brooks238-7006
dbrooks@oaklandnet.com

District 7
Larry E. Reid238-7007
lreid@oaklandnet.com

At Large
Rebecca Kaplan238-7008
rkaplan@oaklandnet.com

CITY ATTORNEY

Barbara Parker238-3601
bparker@oaklandnet.com
Fax: 238-6500

CITY AUDITOR

Courtney Ruby238 3378
cruby@oaklandnet.com
Fax: 238-7640

Oakland Appointed Officials

CITY ADMINISTRATOR

Deanna J. Santana238-3301
cityadministrator@oaklandnet.com
Fax: 238-2223

CITY CLERK

LaTonda Simmons238-3612
cityclerk@oaklandnet.com
Fax: 238-6699

Alameda County Elected Officials

Board of Supervisors . . .272-6984
www.acgov.org

District 3 (Central Oakland, Chinatown, Fruitvale)
Wilma Chan272-6693
district3@acgov.org

District 4 (Oakland hills east of Thornhill Dr., East Oakland below High St.)
Nathan Miley, Pres.272-6694
district4@acgov.org

District 5 (West and North Oakland)
Keith Carson, V.P.272-6695
district5@acgov.org

Administrator
Susan Muranishi272-6984

Assessor
Ron Thomsen272-3787

County Counsel

Richard Winnie272-6700

District Attorney
Nancy E.O'Malley272-6222

Clerk-Recorder
Patrick O'Connell272-6362

Registrar of Voters
Dave Macdonald272-6973

Tax Collector
Donald R. White272-6800

California Elected Officials

GOVERNOR

Edmund G. Brown
(916) 445-2841
Fax: (916) 445-4633
www.govmail.ca.gov

STATE SENATOR FOR OAKLAND

District 9 Loni Hancock
(510) 286-1333
senator.hancock@sen.ca.gov

ASSEMBLY MEMBERS FOR OAKLAND

District 14*
(Rockridge and part of Montclair northwest of Thornhill Drive.)
Nancy Skinner (D) (510) 559-1406
Assemblymember.Skinner@assembly.ca.gov

District 16**
(Alameda; most of Oakland; and Piedmont)
Sandre Swanson . . (510) 286-1670
Assemblymember.Swanson@assembly.ca.gov

District 18 ***
(parts of East Oakland - east of Keller Ave and the junction of 580 & MacArthur Blvd and northeast of MacArthur Blvd, and Bancroft Ave.)
Mary Hayashi (D) . (510) 583-8818
Assemblymember.Hayashi@assembly.ca.gov

United States Elected Officials

U.S. HOUSE OF REPRESENTATIVES

District 9
Barbara Lee
(510) 763-0370
www.house.gov/lee

U.S. SENATE

Barbara Boxer
(415) 403-0100
<http://boxer.senate.gov>

Dianne Feinstein (D)
(415) 393-0707
<http://feinstein.senate.gov>

PRESIDENT

President Barack Obama (D)
president@whitehouse.gov

Vice President Joseph Biden (D)
vice.president@whitehouse.gov

The White House
1600 Pennsylvania Avenue N.W.
Washington, DC 20500
(202) 456-1414
(202) 456-1111 Comments
(202) 456-6213 TTY
www.whitehouse.gov

ANIMALS

Vicious/Nuisance Animals (Animal Services-Police) 777-3333

Adoption/Licenses/Dead/Lost (Oakland Animal Services) 535-5602

Rats/Pest/Wildlife Control (Vector Control-County) 567-6800

East Bay SPCA 569-1606

AUTOMOBILES/VEHICLES/PARKING

Abandoned Vehicles- on the Street 777-8622

Abandoned Vehicles- on Private Property 777-8538 or 238 -3381

Illegal/Nuisance Auto Repair (Code Enforcement) 238-3381

Parking Enforcement/Complaints 238-3099

Parking Citation Assistance/Payments/
Residential Permits 1 800 500 6484

Towed Vehicle Info (Records Police) 238-3021

Traffic Operations Section (Police) 238-3155

Disable Curb Request 238-5219

Transportation Services (Parking Design & Review) 238-3466

A&B Towing (Contracted through City of Oakland) 635-3211

BUILDING & DEVELOPMENT

Code Enforcement (Zoning Violations, Blighted/Abandoned Properties,
Squatting, Illegal Construction) 238-3381

Community Development Block Grants (CDBG) 238-3716

Engineering Services (Civil Engineering-CEDA) 238-4777

Permit Center (Building Services-CEDA) 238-3443

Permit Information (Building Services-CEDA) 238-3891

Building/Permit Inspection (Building Services-CEDA) 238-3444

Planning Division (CEDA) 238-3911

Property Improvement Assistance (County) 670-5398

Property Improvement Assistance (Residential Lending) 238-3909

City Real Estate 238-3541

Redevelopment Projects (CEDA) 238-3015

Zoning Information (Zoning Division-CEDA) 238-3911

Contractor Complaints (State License Board) 800-321-2752

BUSINESS

Oakland Business Development Corp 763-4297

Business License/Tax Section (Revenue Division) 238-3704

Consumer Complaints (Department of Consumer Affairs) 800-952-5210

Oakland Metropolitan Chamber of Commerce 874-4800

Economic Development (CEDA) 238-3344

Oakland Business Assistance Center (BAC) 238-7952

FIRE

Emergency/Fire Dispatch 911

Emergency Cell Phone 444-3322

Oakland Fire Department Admin 238-3856 TTY 238-3254

Fire Prevention Bureau 238-3851

Vegetation Management 238-7388

Disaster Preparedness/C.O.R.E. (Communities of Oakland Respond to Emergencies) . 238-3938

Office of Emergency Services 238-3938

Hazardous Materials 238-3927

HEALTH AND SAFETY

Hazardous Waste Illegal Dumping 444-3322

Health Care and Health Services (Public Health Department – County) . 267-8000

Health Hazards- Private Property (Code Enforcement) 238-3381

Household Hazardous Waste Disposal 670-6460 or 800-606-6606

Rats/Pest Control (Vector Control-County) 567-6800

Restaurant/Food- Health Complaints (County) 567-6700

HOUSING

Housing Department (Housing & Community Development) 238-3015

Housing Assistance (Eden Information and Referral) 211

First Time Home Buyer Assistance (City) 238-7486

First Time Home Buyer Assistance (county) 670-5398

Foreclosure/Eviction Information 238-3721 or 211

Homeless Shelter Information 211

Home Repair Assistance (County) 670-5398

Home Repair Assistance (City/Residential Lending) 238-3909

Illegal Housing (Code Enforcement) 238-3381

Public Housing Maintenance (Oakland Housing Authority) 874-1500

Rent Control (Rent Adjustment Program) 238-3721

Subsidized Housing (Section 8-Oakland Housing Authority) 874-1500

PARKS AND RECREATION

Parks and Recreation General Assistance 238-7275

Park Grounds Maintenance 615-5566

East Bay Regional Parks/Maintenance 800-327-2757

Park Security (Ranger Section-Police) 482-7888

Park Security (East Bay Regional Parks) 881-1833

POLICE/PUBLIC SAFETY

Police Emergency 911

Police Emergency on Cell Phone 777-3211

Non Emergency 777-3333

Alameda County Sherriff Non-Emergency 667-7721

Oakland Airport Police 563-2940

Alcohol Outlet Illegal/Nuisance (ABAT) 777-8680

Chronic Nuisance Property Abatement 238-7542

Anonymous Drug Hotline 238-DRUG

Anonymous CrimeStopper Hotline 777-8572

Drug House Abatement 777-8630

Domestic Violence Help (A Safe Place) 536-SAFE

Youth and Family Services 238-3641

Criminal Investigations 238-3744

Traffic Operations 238-3155

Police Records/Reports 238-3021

Neighborhood Watch Coordinator 238-3091

Neighborhood Crime Prevention Council Coordinator 986-2715

Neighborhood Services Division 444-2489

Graffiti Removal 615-5566

Citizens Police Review Board 238-3159

Internal Affairs 238-3161

Reentry Specialist 238-6905

Measure Y Information 238-3121

Neighborhood Law Corps 238-6628

SENIOR/DISABLED SERVICES

Oakland Paratransit/Taxi Scrip 238-3036

East Bay Paratransit 287-5000

Disabled Parking Blue Curb Request 238-5219

Alameda Co. Adult and Aging Services 577-1900

City of Oakland Adult and Aging Services 238-3762

Legal Assistance for Seniors 832-3040

ADA Programs 238-5219

Center for Independent Living 841-4776

Adult Protective Services 577-1900

PUBLIC WORKS AGENCY

PWACallCenter@oaklandnet.com 615-5566

Curb and Street Repainting, Litter Enforcement, Median Strip and Park Maintenance, Pothole Repair, Sewers, Sidewalk Repairs, Speed Bump Requests, Storm Drains, Street Cleaning, Street Sign or Light Repair, Illegal Dumping, Graffiti Removal, Litter Containers, Tree Services, Adopt-A-Spot, Creek Protection/Clean Up, Community Clean Up Volunteering/Keep Oakland Clean and Beautiful.

Recycling Hotline & Garbage Collection Complaints 238-SAVE

YOUTH

Head Start 238-3165

Oakland Fund for Children and Youth 238-6379

Youth Leadership and Development 238-3245

Mayor’s Summer Jobs Program 533-3447

Oakland Library Information 238-3134

Oakland Unified School District Information 879-8582

Parks and Recreation General Assistance 238-7275 or 238-3092

CULTURAL ARTS/SPECIAL EVENTS/DESTINATIONS

Cultural Arts and Marketing 238-2103

Oakland Convention and Visitors Bureau 839-9000

Oakland Art and Soul Hotline 238-7402

Oakland Film Office 238-FILM

Oakland Museum of California 238-2200

Downtown Walking Tours 238-3234

Jack London Square 645-9292

KTOP Cable Channel 10 238-6565

Special Activity Permits 238-6914

UTILITIES/TRANSPORATION

East Bay M.U.D. (Water Services) 866-403-2683

Pacific Gas and Electric 800-743-5000

Waste Management of Alameda County 613-8710

California Waste Solutions 836-6200

Comcast Cable Television 866-886-6838

Transit/Traffic Information 511

AC Transit 891-4700

BART (Bay Area Rapid Transit) 464-6000

Oakland International Airport 563-3300

Oakland/Alameda Ferry 749-5972

VARIOUS AGENCIES AND SERVICES

Port of Oakland 627-1100

Consumer Complaints (Dept of Consumer Affairs) 800-952-5210

Birth/Death/Marriage Certificates (County Recorder) 272-6363

Property Records (County Assessor) 272-3787

Domestic Partner Registry (Secretary of State) 916-659-3984

Air Pollution (Bay Area Air Quality Management) 800-334-6367

Legal Civil Matters (Superior Court of Alameda County) 272-6070

Liens (Central Collections) 238-7254

Passports (City Clerk) 238-3226